

Process	CANCELLATION OF FACILITY TIME	
Log No.	CSAD-PR0027	
Last Revision Date	August 27, 2019	
Performed By	All User Groups	
Process Executed	As required, following confirmation of ice/floor time requests	
Background	It is the responsibility of the City Arena Division to effectively manage requests for cancellations and exchanges of ice/floor time with the objective of minimizing administrative, revenue and operational impacts. It is recognized that last-minute changes to the intended use of the ice/floor may occur under infrequent and unforeseen circumstances. The City must be aware of and be able to control the intended use of all ice/floor permitted within its facilities at all times. User groups are not permitted to sublet any facility to another person or organization with the exception of the situation outlined in PR0016 Ice Time Exchanges by Partner User Groups.	
Cancellations by the User Group	1	<p>Regular Seasonal Allocations</p> <p>Once a Facility Booking Agreement has been executed, the following cancellation policies are in effect:</p> <ol style="list-style-type: none"> a) The minimum amount of time that can be cancelled is one (1) hour in 30 minute increments. b) The following Administration Fees will apply: <ul style="list-style-type: none"> • An Administration Fee of \$25 will be applied for each hour of ice cancelled 30 days or more in advance. • An Administration Fee of \$50 will be applied for each hour of ice cancelled less than 30 days and up to 7 days in advance. c) Full payment of ice will be charged on cancellations less than 7 days in advance. <p>NOTE: If a user is unable to fulfill their seasonal commitment and regularly cancels or does not use ice time allocated, the City reserves the right to make a permanent adjustment to the user group's allocation.</p>
	2	<p>Playoffs-Minor Hockey Organizations</p> <p>The "Ice Exchange Between Partner Organizations" procedure PR0016 should be explored prior to cancelling playoff ice. The minor hockey organization must provide a schedule in writing to arenadivisionbookings@peterborough.ca outlining the hours indicating playoff games.</p>

		<p>a) Playoff Cancellations when the Fall/Winter season allocation excludes Spring 1</p> <p>Applicants, who require March play-off ice which is outside of the regular Fall/Winter season (26-27 weeks) need to submit a separate application by the deadline listed for “Spring 1” on the Allocation Time Frame Chart to arenadivisionbookings@peterborough.ca. Requested dates and times must be limited to those days/times received in the Fall/Winter season allocation. If the applicant has the need to turn back additional play-off ice, all regular permit procedures and conditions for cancellations will apply.</p> <p>b) Playoff Cancellations when the Fall/Winter season allocation includes Spring 1</p> <p>The applicant has until the last Friday in January to email arenadivisionbookings@peterborough.ca to turn back any ice that is no longer required. The City will only allow up to 50% of the ice confirmed during the Spring 1 period to be returned. If the applicant has the need to turn back additional play-off ice, all regular permit procedures and conditions for cancellations will apply. The Facility Booking Office reserves the right to accept only hours that hold the greatest potential of rebooking.</p>
<p>Cancellations by the City</p>	<p>3</p>	<p>On occasion, due to issues arising with a user group, scheduling priorities of special events or unanticipated maintenance issues, the City Arena Division reserves the right to:</p> <ul style="list-style-type: none"> • Reasonably postpone, reschedule or cancel any permitted activity as deemed necessary and justified in the given circumstances • Cancel a Facility Booking Agreement or portion thereof, without notice, should there be a breach of the conditions or regulations or should the City be of the opinion that the facilities are not being used for the purposes contained in the application <p>Where postponement or rescheduling cannot be mutually coordinated, the affected agreement holder will receive a full refund/credit for the time owing.</p>
<p>Cancellations Due to Inclement Weather</p>	<p>4</p>	<p>The City of Peterborough makes every effort to keep facilities open during regular business hours. When unsafe weather conditions occur, the City may close facilities. The applicable date will be removed from the facility booking contracts.</p> <p>For closure information, please contact the Facility Booking Office at 705-742-7777 ext. 2577 or arenadivisionbookings@peterborough.ca or the City of Peterborough website at www.peterborough.ca.</p>

		If the facilities are open during inclement weather and the contract holder would like to cancel, there will be no penalty provided reasonable advance notice is given in writing and submitted to the Facility Booking Office @ arenadivisionbookings@peterborough.ca indicating the times and facilities cancelled.
Process	5	Notification to City - The contract holder (authorized Scheduler or President for the organization or the person named on the contract) for the ice allotment being returned must provide advance written email notification to arenadivisionbookings@peterborough.ca .
	6	Agreement Amendment – A contract revision page will be sent to the contract holder (authorized Scheduler or President for the organization or the person named on the contract). This revision will reflect: <ul style="list-style-type: none"> • dates & times removed from the contract once the ice has been resold • applicable administration fees applied